**TEMPLATE INTRODUCTION LETTER**

**to WHO Country Office, from WHO Regional Office**

3 March 2021

To: [WHO Country Office]

**Subject:** Frontline service readiness assessments: Strengthening real-time health services tracking and monitoring in the context of the COVID-19 pandemic

Dear [Name],

Against a rapidly evolving situation, many countries are facing challenges in the availability of accurate and up-to-date information on health service capacities to urgently address the dual-track challenge of maintaining essential health services while responding to the COVID-19 pandemic. WHO has recently developed a new suite of [frontline service readiness assessments](https://www.who.int/teams/integrated-health-services/monitoring-health-services) at facility and community levels to fill critical data gaps to help countries rapidly identify health system bottlenecks and scale up delivery of essential life-saving services at national, subnational and local levels. Countries can use the tools to monitor current and surge capacities of frontline services, including the availability of essential diagnostics, therapeutics, and supplies (e.g. personal protective equipment, oxygen) required to respond COVID-19, and track the extent of service delivery disruptions, mitigation strategies, and facility and staff capacities to maintain other essential health services.

The tools and recommended methods aim to strengthen country capacities in real-time health services monitoring and surveillance throughout the course of the COVID-19 pandemic and for use during potential future health emergencies. A technical briefing note with further information on the tools and recommended deployment approach is enclosed.

WHO is currently offering technical assistance and funding support for country implementation of the tools. Please contact us for further information or to request technical/funding support if the approach may be of interest in your country.

Yours sincerely

[WHO Regional Office]

Enclosed: Technical briefing note